



Date January 12, 2017

Meeting Called By	Glenn Simpson				
Type of Meeting	Provider Council Meet Me Line: 252-215-6898				
ATTENDEES					
NAME	Present	NAME	Present	NAME	Present
Amber Seneres	<input checked="" type="checkbox"/>	Debra Vuocolo	<input checked="" type="checkbox"/>	English Albertson	
Garrett Taylor	<input checked="" type="checkbox"/>	Gary Bass	<input checked="" type="checkbox"/>	Glenn Simpson	<input checked="" type="checkbox"/>
Jane St. John		Kathy Burrus	<input checked="" type="checkbox"/>	Margaret Stargell	<input checked="" type="checkbox"/>
Russell Herring	<input checked="" type="checkbox"/>	Paul Hackmann		Kathy Mathis	<input checked="" type="checkbox"/>
Tom Savidge	<input checked="" type="checkbox"/>	William Holtz	<input checked="" type="checkbox"/>	Susan Hanson	<input checked="" type="checkbox"/>
Kristy Maddox-Reed	<input checked="" type="checkbox"/>				

AGENDA

Called to order at 11:08

1. Agenda topic: Action item status report from previous meeting
Presenter(s):

Discussion	<ul style="list-style-type: none"> ● Interpreter Services <ul style="list-style-type: none"> ○ William Holtz to speak with Trillium Finance <ul style="list-style-type: none"> ▪ Finance seems receptive to the idea of acting as a facilitator. ▪ Follow-up questions being addressed ○ Deb Vuocolo to follow up with Language Line <ul style="list-style-type: none"> ▪ Language line was able to provide quotes - rates are for teleconference as well as video conference sessions <ul style="list-style-type: none"> ● Spanish - \$1.85/minute ● All other languages - \$1.95/minute ● ASL - \$2.95/minute ● On-time set up fee ▪ RHA has used Language Line for a long time, they are currently increasing their usage and how they utilize the services offered ▪ Agencies would be in compliance with 1567 if Language Line was utilized ▪ Willing to negotiable and customize a plan to the needs of Trillium’s Network providers ▪ Can be scheduled call time or an on-demand service ▪ Ability to work with the same interpreter for every meeting with the same client ▪ No info on how the other MCOs are helping providers with 1567 compliance <ul style="list-style-type: none"> ● Can THR possible reach out to other MCOs ● Has PLLF discussed this? ● William to discuss with candidate the requirements of membership <ul style="list-style-type: none"> ○ Attempted to contact candidate multiple times but have not been able to speak with De or her supervisor
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Conclusions	<ul style="list-style-type: none"> ● Interpreter Services: <ul style="list-style-type: none"> ○ Create a work group that will <ul style="list-style-type: none"> ▪ Meet with interpreter service providers ▪ Reach out to other MCOs. ▪ Deb to chair the workgroup with help from Tom ○ Write a summary of 1567, to solicit general responses from the network. To send out to the network in a THR newsbreak 		
Action Items	Person Responsible	Deadline	
Write summary of 1567	Glenn Simpson		
Continue to attempt communication with De	William Holtz	3/9/17	

2. Agenda topic: Dashboard
Presenter(s): William Holtz

Discussion	<ul style="list-style-type: none"> ● Reviewed data 		
Conclusions	<ul style="list-style-type: none"> ● Would like to see more details into the QOC grievances against the provider ● Would like to see a breakdown of authorizations by service category 		
Action Items	Person Responsible	Deadline	
Request additional information for next dashboard	William Holtz		

3. Agenda topic: Nash County Transition
Presenter(s): William Holtz

Discussion	<ul style="list-style-type: none"> ● Trillium is moving forward with the realignment with Nash county ● Submitted a transition plan to the State ● Identified providers that are located in Nash County or are serving a State Funded consumer from Nash County ● Trillium will be hosting provider fairs at the Holiday Inn in Rocky Mount on January 24 & February 1 <ul style="list-style-type: none"> ○ Are in the process of communicating with those providers to invite them to the fair and to send them the documents that they will need to join the network. ○ Will be publishing the fair in the local newspapers ● Go live is 4/1 ● Nash County will be part of Trillium's central region 		
Conclusions	<ul style="list-style-type: none"> ● Are there plans to retain a local presence in Nash? <ul style="list-style-type: none"> ○ No current plan to open a Trillium office in Nash County at this time 		

4. Agenda topic: Cultural Competency Plan
Presenter(s): William Holtz

Discussion	<ul style="list-style-type: none"> ● Emailed to membership and comments were supposed to be directed to WH. <ul style="list-style-type: none"> ○ No comments received 		
Conclusions	<ul style="list-style-type: none"> ● May need to add Nash County ● No additional suggestions from the Council. 		

5. Agenda topic: Measure for appointment wait times
Presenter(s): Tom Savidge

Discussion	<ul style="list-style-type: none"> ● Will be on External Advisory Team’s agenda <ul style="list-style-type: none"> ○ Are we accurately measuring if people are getting into the system in a timely manner? Are walk-ins being considered? ○ Strong need for a standardized way of determining wait times <ul style="list-style-type: none"> ▪ The State and every MCO measures differently <ul style="list-style-type: none"> ● State measures by claims data ▪ Could literally mean lobby wait time (considering early arrivals, late arrivals, etc)
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6. Agenda topic: Outpatient provider development inside the catchment
Presenter(s): Glenn Simpson

Discussion	<ul style="list-style-type: none"> ● Even in larger areas, we don’t seem to have enough OP providers, let alone in the more rural areas. <ul style="list-style-type: none"> ○ How does Trillium recruit providers? Does Trillium have a Statewide or nationwide recruitment plan for practitioners to move to the catchment? ○ THR is closed....would they be willing to open up the network for specific services or practitioners for specific areas? <ul style="list-style-type: none"> ▪ RFP process based on the results of the Needs Analysis ○ ● 	
Conclusions	<ul style="list-style-type: none"> ● Trillium consistently sees, through the sufficiency assessment, that we have adequate contracts in place to serve people <ul style="list-style-type: none"> ○ However, Trillium still hears from the community that we don’t have enough providers and that providers never get any referrals. ● Very hard for LIPs to be Medicaid providers ● Would like to have a more detailed discussion (a workgroup) with providers and someone from THR (Kathy Mathis) 	
Action Items	Person Responsible	Deadline
Formulation of a workgroup related to this topic	Kathy Mathis	

7. Agenda topic: PLLF Update
Presenter(s): Kristy Maddox-Reed

Discussion	<ul style="list-style-type: none"> ● Provider LME Leadership Forum - started with Medicaid reform <15 years ago ● Attended by 18 voting members, 9 representatives from MCO, 9 individuals from organizations across the state. ● Meet monthly with reps from MDA & DMH ● Large focus on NCTracks ● Collect issues/concerns from providers in order to address them with the state ● Guest speakers come to update the membership on things going on at the state level, ex: <ul style="list-style-type: none"> ○ Updating Mobile Crisis Management service definition
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	<ul style="list-style-type: none"> ○ CABHA status ● Open meetings, stakeholders, providers, consumers are all invited <ul style="list-style-type: none"> ○ Can ask to be added to the list-serve to get updates and minutes and agendas
Conclusions	<ul style="list-style-type: none"> ● Email Kristy if you'd like to be added to the list-serve, kristy.reed@trilliumnc.org

8. Agenda topic: Roundtable discussion
Presenter(s):

Discussion	<ul style="list-style-type: none"> ● Discussed meeting schedules, bi-monthly vs. quarterly 		
Conclusions	<ul style="list-style-type: none"> ● If moved to quarterly, time meeting with quarterly data reports (2nd month of the quarter) 		
Action Items	Person Responsible	Deadline	
Send a Doodle Pole to get membership feedback regarding schedules	Donna Brown		

Meeting Adjourned 12:06

Next Meeting Date: March 9, 2017

All meetings convene from 10:00am - 12:00pm